



Newcomer Outcomes Survey (NOS) Essentials

2022 + 2023 Survey Waves



NOS 2022+2023 Survey Waves

Tombstone Information



Each year, the NOS is sent to all newcomers who were admitted to Canada in specific years:

See Annex B for more information on the NOS

Survey Year	Admission Years Surveyed			
2022 Survey Wave	2015	2017	2019	2021
2023 Survey Wave	2016	2018	2020	2022

Questions on early (re)settlement experiences are asked of refugees and protected persons admitted in the most recent admission year surveyed

Number of admissions in the surveyed years	2,111,735
Number of NOS responses received	153,247
Response rate	7%

Clients	61,737	40%
Non-clients	91,510	60%

New for NOS 2023

Response rate is less important with the large and robust sample size obtained for these surveys.

Demographics of NOS respondents are aligned with those of both the newcomer and client populations (+/- 5%), with the following exceptions:

Full details on survey representativeness are provided in Annex A

	Newcomers	Clients
Over-represented	35-64, university education or higher	EC PA, 35-64, university education or higher
Under-represented	18-34, neither official language, secondary education or less	18-34, admission year 2022

NOS 2022+2023 Survey Waves

Awareness of & Satisfaction with IRCC-funded Settlement Services



65%

Aware of IRCC-funded settlement services

This includes:

- Clients
- Non-clients who were aware of the services available to them

94%	79%
Agreed that referrals or linkages received were useful	Agreed that support services received met needs

Agreement that services changed clients'	84%	75%	44%	75%
	Knowledge of Canada	English skills	French skills	Knowledge of employment in Canada

Agreement that services gave info that helped clients	63%	57%
	Choose groups to participate in	Meet people they consider close friends

All respondents	Clients	Non-clients	Aggregated measure
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Resettlement Immediate Needs

Government-Assisted Refugees

61%

Agreed that their needs during their first 6 weeks in Canada were met

Help with immediate needs	64%
Support services received	61%
Information about living in Canada	63%
Help finding permanent housing	47%
Information about money & finances	58%
Help registering for government services	75%
Info about other settlement and community services for newcomers	57%

Protected Persons in Canada

56%

Agreed that they knew how to meet their needs in Canada

**New for
NOS 2023**

How to get help with immediate needs	53%
How to get support services	54%
Information about living in Canada	62%
How to find permanent housing	40%
Information about money & finances	55%
How to register for government services	68%
Info about other settlement and community services for newcomers	54%
Info about working in Canada	66%

NOS 2022 + 2023 Survey Waves Settlement Immediate Outcomes



<i>Increased their knowledge of daily life in Canada</i>	51%	58%	46%
<i>Improved their English language skills</i>	25%	34%	18%
<i>Improved their French language skills</i>	16%	18%	15%
<i>Increased their knowledge of working in Canada</i>	44%	50%	40%

*Already had high
levels of knowledge
at time of admission*

24%	19%	28%
66%	54%	76%
55%	62%	48%
26%	21%	30%



Did unpaid volunteer work in the prior 12 months	24%	27%	22%
Were a member or participant in a group or organization	44%	47%	42%

All respondents	Clients	Non-clients	Aggregated measure
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NOS 2022 + 2023 Survey Waves

Settlement Intermediate Outcomes



Agreed that they had enough information to make decisions about life in Canada

91%

90%

92%

Agreed that they could communicate without help in English

97%

95%

97%

Agreed that they could communicate without help in French

72%

79%

65%



Currently working in Canada

81%

78%

83%

Of these, currently working full-time

86%

82%

89%

Of these, strong sense of belonging to their workplace

87%

88%

87%



Confidence in Canadian institutions

87%

89%

86%

Strong sense of belonging

80%

82%

78%

Agreed that their community is welcoming to newcomers

90%

91%

89%

All respondents

Clients

Non-clients

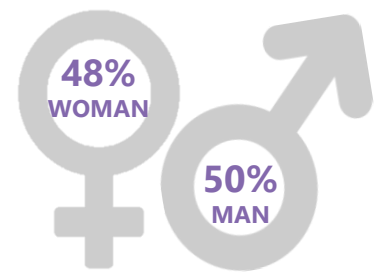
Aggregated measure

NOS 2022 + 2023 Survey Waves

Demographic Highlights

Client respondents were 2% more likely to be women.

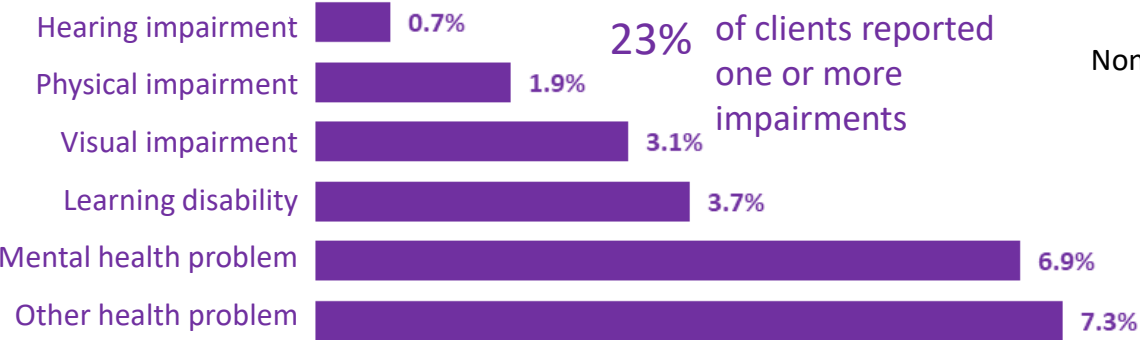
Other options were “prefer not to say” and “another gender”, making up the remaining 2%.



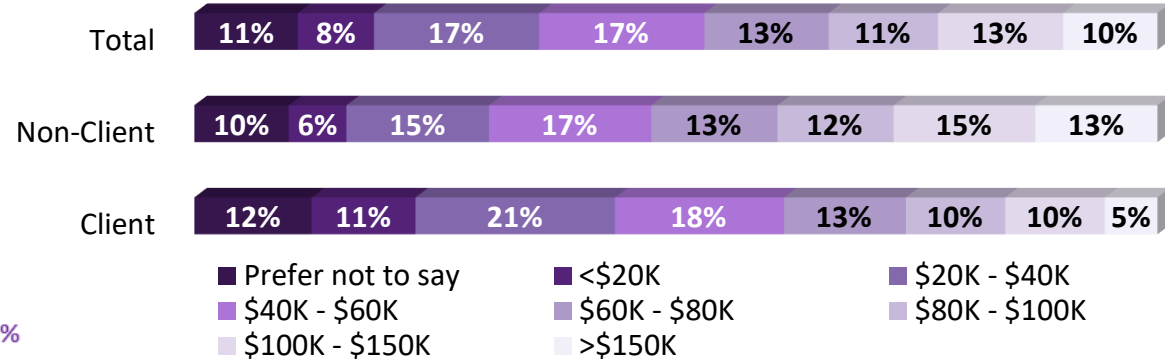
5% of respondents identified as **2SLGBTQI+**

Non-client respondents are much more likely to have no children.

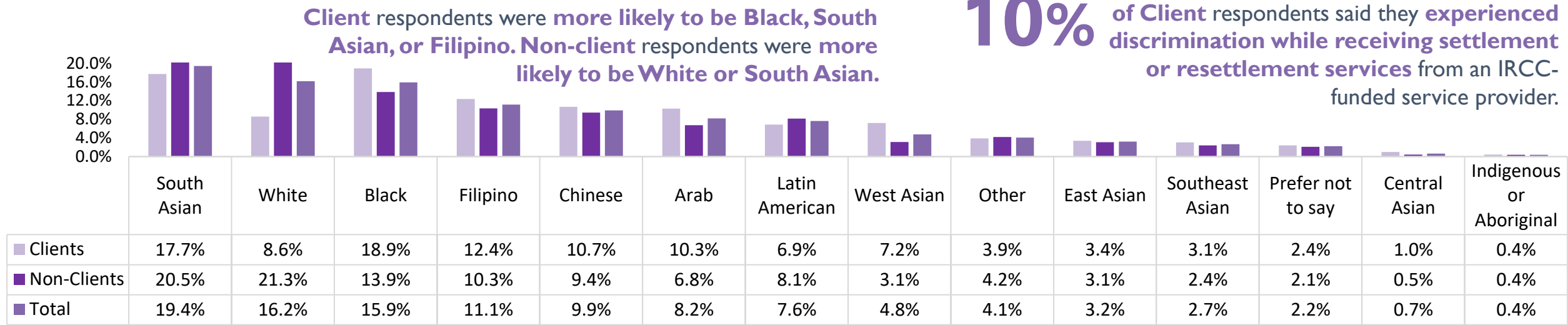
	No children	Aged 0-5	Aged 6-14	Aged 15-17	Aged 18+
Client	17,688	19,000	23,485	9,223	11,937
%	29%	31%	38%	15%	19%
Non-Client	42,679	25,802	21,823	8,271	11,990
%	47%	28%	24%	9%	13%
Total	60,367	44,802	45,308	17,494	23,927
%	39%	29%	30%	11%	16%



23% of clients reported one or more impairments



Clients tended to have generally lower household incomes compared to **non-clients**.



Client respondents were more likely to be **Black, South Asian, or Filipino**. **Non-client** respondents were more likely to be **White or South Asian**.

10% of **Client** respondents said they **experienced discrimination while receiving settlement or resettlement services** from an IRCC-funded service provider.

Annex A

Representativeness Analysis of NOS 2022+2023

Newcomer Outcomes Survey 2022+2023 Survey Waves



- This analysis compares demographics across several data sources:
 - GCMS data on newcomers admitted to Canada in these years who would have been 18+ at the time of the survey
 - iCARE data on clients who were admitted to Canada in these years, who would have been 18+ at the time of the survey, and who accessed domestic settlement services at any point up to the end of the survey year
 - NOS data on respondents overall and clients specifically who were admitted in these years
- Comparing these demographic profiles tells us how representative the NOS responses are of newcomers overall and clients specifically
- This representativeness analysis assesses the following demographic characteristics at time of admission, indicating when the profile of NOS responses differs from the newcomer or client profile by 5% or more:



Immigration
category



Gender



Age



Official
language(s)
spoken



Level of education



Admission year

Newcomer Outcomes Survey 2022+2023 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
Count	2,111,735	153,247	912,140	61,737
Immigration Category				
Economic Principal Applicant (PA)	792,036 (38%)	64,214 (42%)	221,797 (24%)	20,103 (33%)
Economic Spouse & Dependent (SD)	431,363 (20%)	27,816 (18%)	196,863 (22%)	13,045 (21%)
Sponsored Family	577,962 (27%)	39,094 (26%)	211,629 (23%)	13,502 (22%)
Government-Assisted Refugee (GAR)	58,831 (3%)	3,165 (2%)	52,854 (6%)	2,859 (5%)
Privately Sponsored Refugee (PSR)	88,346 (4%)	4,639 (3%)	69,392 (8%)	3,471 (6%)
Blended Sponsored Refugee (BSR)	5,211 (0%)	270 (0%)	5,124 (1%)	268 (0%)
Protected Persons	121,309 (6%)	11,104 (7%)	88,543 (10%)	7,365 (12%)
Other	36,677 (2%)	2,945 (2%)	15,312 (2%)	1,124 (2%)
Not Stated	0 (0%)	(0%)	50,626 (6%)	(0%)

Variance of +/- 5% or greater

Newcomer Outcomes Survey 2022+2023 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
Gender				
Male	1,037,235 (49%)	76,803 (50%)	411,172 (45%)	28,936 (47%)
Female	1,074,370 (51%)	76,423 (50%)	499,626 (55%)	32,795 (53%)
Gender X	129 (0%)	21 (0%)	55 (0%)	6 (0%)
Not Stated	1 (0%)	(0%)	1,287 (0%)	(0%)
Age at Time of Admission				
0-17	96,194 (5%)	3,959 (3%)	58,753 (6%)	2,217 (4%)
18-34	1,210,948 (57%)	78,612 (51%)	444,819 (49%)	26,994 (44%)
35-64	712,959 (34%)	65,802 (43%)	376,500 (41%)	31,208 (51%)
65+	91,622 (4%)	4,874 (3%)	32,042 (4%)	1,318 (2%)



Variance of +/- 5% or greater

Newcomer Outcomes Survey 2022+2023 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
Official Language(s) at Admission				
English	1,559,411 (74%)	114,321 (75%)	650,230 (71%)	47,920 (78%)
French	94,965 (4%)	7,666 (5%)	15,985 (2%)	1,491 (2%)
Both	172,931 (8%)	17,767 (12%)	35,083 (4%)	3,877 (6%)
Neither	253,462 (12%)	11,372 (7%)	164,552 (18%)	7,512 (12%)
Not Stated	30,966 (1%)	2,121 (1%)	46,290 (5%)	937 (2%)
Level of Education at Admission				
Secondary or less	485,764 (23%)	23,645 (15%)	264,852 (29%)	12,611 (20%)
Colleges/trades, etc.	345,995 (16%)	24,739 (16%)	126,807 (14%)	9,539 (15%)
University or higher	706,272 (33%)	62,299 (41%)	271,870 (30%)	24,816 (40%)
Not Stated	573,704 (27%)	42,564 (28%)	248,611 (27%)	14,771 (24%)

Variance of +/- 5% or greater

Newcomer Outcomes Survey 2022+2023 Survey Waves



	GCMS	NOS (everyone)	iCARE (clients)	NOS (clients)
Admission Year				
2015	230,895 (11%)	14,151 (9%)	110,944 (12%)	6,628 (11%)
2016	245,138 (12%)	14,778 (10%)	120,198 (13%)	7,019 (11%)
2017	241,036 (11%)	18,857 (12%)	101,608 (11%)	7,974 (13%)
2018	269,013 (13%)	19,433 (13%)	124,355 (14%)	8,267 (13%)
2019	279,471 (13%)	21,269 (14%)	140,422 (15%)	10,572 (17%)
2020	154,314 (7%)	12,423 (8%)	58,500 (6%)	4,822 (8%)
2021	344,584 (16%)	28,682 (19%)	82,689 (9%)	7,834 (13%)
2022	347,284 (16%)	23,645 (15%)	173,424 (19%)	8,618 (14%)

Variance of +/- 5% or greater

Annex B

What is the NOS?

NOS - Newcomer Outcomes Survey



Q: WHAT IS THE NOS?

A: The NOS is an annual survey of newcomers to Canada that collects settlement outcomes information from both clients and non-clients of IRCC's Settlement Program. Each year, the survey is sent to all newcomers who became permanent residents in specific years. Two year's of survey data is combined to provide a response set from newcomers across eight landing years.

In 2022 and 2023, the NOS was sent to ~2.1M newcomers who became permanent residents between 2015-2022, were 18 or over at the time of the survey, and had a valid email address.



Q: WHAT DOES THE NOS TELL IRCC?

A: Designed in collaboration with Statistics Canada, questions collect information specifically to measure the Settlement Program's immediate (knowledge gains), intermediate (behaviour changes), and long-term (integration) outcomes, as well as outcomes of the Resettlement Program. Sections include:



Life in Canada



Official Languages



Working in Canada



Social Engagement



Barriers, Awareness, and Impact



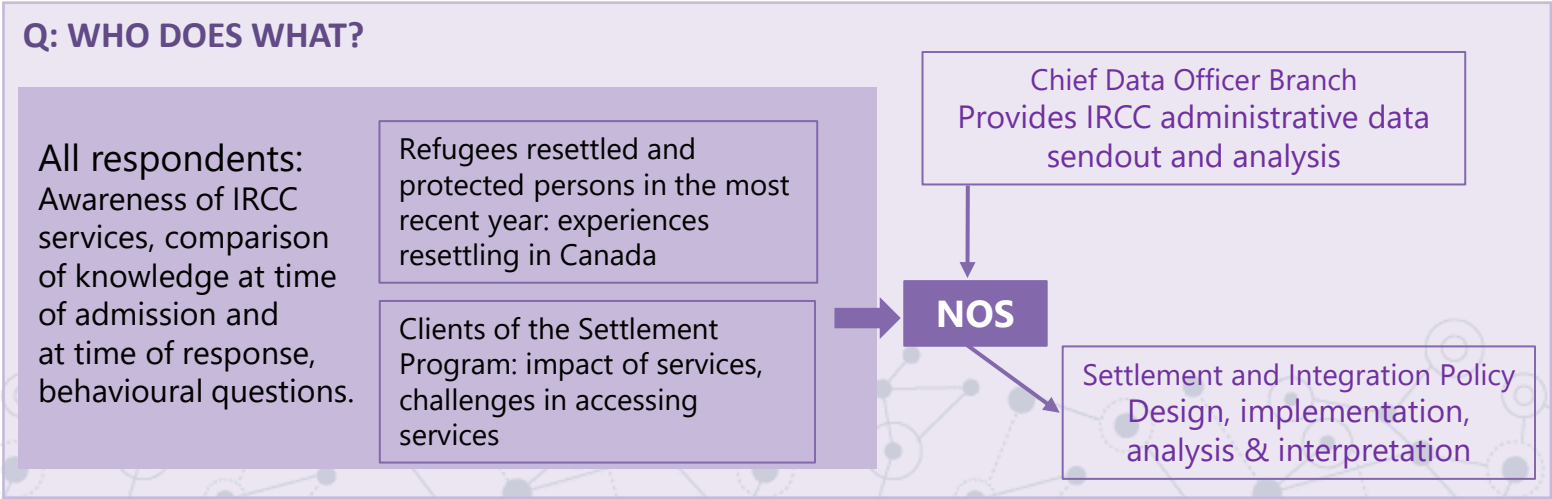
Additional demographic questions

Responses are linked to IRCC's administrative and settlement service data to get a full picture of a respondent's demographics and Settlement Program use.

Q: HOW HAS THE NOS EVOLVED?

A: IRCC consults annually on the questions asked in the NOS to ensure it meets evolving information needs. The following questions have been added over time:

- The early settlement experiences of protected persons (2023)
- Optional disclosure of gender, 2SLGBTQI+ status, disability, household income, and number of children by age group (2022)
- City or community of residence (2020)
- Optional identification of racial or ethnic group (2020)
- Full-time or part-time status of employed respondents (2019)
- Reasons why non-employed respondents are not working (2019)



In 2022 and 2023, a total of 153,247 responses were received:

Client 40%

Non-Client 60%

The demographics* of NOS respondents generally align with those of both the newcomer and client populations (+/- 5%).

**Demographics examined: age, gender, immigration category, family status, landing year, official language, level of education.*

- Proportions of those aged 35-64, Economic Principal Applicants & those with university or higher education are *slightly higher* in NOS respondents.
- Proportions of those aged 18-34, with secondary or less education & speaking neither official language are *slightly lower* in the respondent population.